

Introducing.....

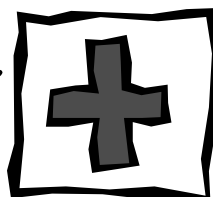
Nurse First

Nurse Advice
And
Disease Management
Services

Starting
January
1st 2004

New Services.....

- **Nurse First Advice Line**
Toll Free NURSE SERVICES
available - 24 Hours a day,
7 Days a week
- **Disease Management**
- **Team Care**



Services provided under the direction of the Montana
Department of Public Health and Human Services.

Nurse First Advice Line

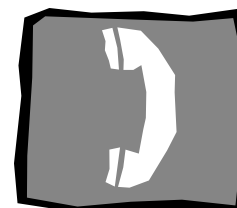
Starting January 1st, 2004 Montana
Medicaid is offering a free nurse
advice line to all eligible Medicaid
clients.

Now, when you are sick, hurt, or need
health care advice, you can **get Help**
24 hours a day, 7 days a week. A
registered nurse will ask you about
your symptoms, then help you get the
care you need.

The nurses are specially trained and
will help you decide if you should go
to the ER, visit your provider, or care
for your symptoms at home.

The calls are always **free** and
confidential, and they help support
your medical provider's care. The
calls offer access to health care
without leaving your
home.

*Call Nurse First
for medical help
today!*



Working Together

**Calling the advice line helps you and
Montana Medicaid.**

By calling the advice line, and following the
nurses recommendations you can:

- Improve your health
- Increase your education
- Help other Montanans
- Avoid unnecessary trips to the doctor
- Save valuable resources by seeking the
appropriate level of care at the
appropriate time

**Call anytime of the day or night, weekends
and holidays.**

Call the Nurse First Advice Line when your
baby has a fever, when you twist your ankle,
or anytime you feel bad. (If you think your
condition is life threatening, call 911 or your local
emergency service.)





Disease Management

Feeling better.....

The Disease Management Programs were designed to improve the health of clients with asthma, diabetes, heart failure, cancer, and chronic pain.



Enrolled clients receive education and counseling from specially trained registered nurses through face-to-face and telephonic interaction.

Care Coordination.....

The nurses work with you and your provider. The nurses:

- Answer any of your questions
- Help you understand your medications
- Provide simple recommendations to help improve your health
- Help you follow your doctor's instructions



Team Care Program

Inappropriate use of Services...

Millions of dollars are lost annually due to the inappropriate use of Medicaid services.



Team Care is monitoring these services, ensuring clients use services appropriately.



How the program works.....

Through claims data analysis and provider referrals, clients who have inappropriately used services will be identified and automatically enrolled in the program.

Nurses will help Team Care Members understand their medical needs, and address how to access medical care appropriately.

Team care clients will be required to select:

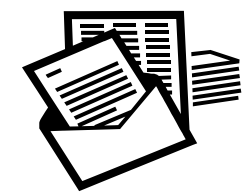
- A Primary Care Provider
- One Pharmacy
- And **call the Nurse Advice Line prior to accessing Medicaid payable services** (except in emergent care situations)



McKesson Health Solutions LLC

Montana Medicaid has contracted McKesson Health Solutions, a leading provider of demand management services, to deliver the Nurse First Programs.

Outreach.....



Over the next few months, McKesson will be sending you information about Nurse First, and some may receive phone calls. All outreach materials have been approved by Montana Medicaid.

Do your part.....

Over using Medicaid services takes funds away from others in need. Working together, we can build a better Medicaid. Please do your part by:

- Calling Nurse First prior to seeking care
- Encouraging others to do their part
- NOT abusing Medicaid Services



Nurse First Phone Number

All eligible Medicaid clients will receive or have received the Nurse First phone number through the mail.

Contact your eligibility case manager or call the Medicaid Help Line at 1-800-362-8312 if you have not received the number, or if you need additional assistance.